

EXHIBIT 1

Customer Service Management (V 1911.3) (XMKT) AT&T Proprietary (SPI) Authorized Individual
HOST: [REDACTED] Market: GAC Operator: [REDACTED] ()

Window: Memos

Creation Date	TYPE	Category	Subscriber	Created By
02/07/2020 13:16:38	CSM General	CSM		
	System Text			UserText
		Compliance Review		
01/12/2020 11:33:33	EDD_Acc_Level_Note	BAN	- -	
	System Text			UserText
01/12/2020 11:33:30		FINN	- -	
	System Text			UserText
12/12/2019 08:34:09	EDD_Acc_Level_Note	BAN	- -	
	System Text			UserText
12/12/2019 08:34:06		FINN	- -	
	System Text			UserText
		EPAY		
11/14/2019 20:08:20	CSM General	CSM		
	System Text			UserText
		Compliance review		
11/13/2019 23:12:11	CSM General	CSM		
	System Text			UserText
		Compliance review		
11/13/2019 14:01:32		BAN	- -	
	System Text			UserText
11/13/2019 07:18:43	CSM General	CSM		
	System Text			UserText
		Compliance review		

Creation Date	TYPE	Category	Subscriber	Created By
11/12/2019 13:23:18	EDD_Acc_Level_Note	BAN	- -	
	System Text			UserText
11/12/2019 13:22:20		FINN	- -	
	System Text			UserText
				EPAY
11/12/2019 08:29:21	CSM General	CSM		
	System Text			UserText
				Compliance review
11/08/2019 11:31:47	CM - Interaction	CRM	- -	
	System Text			UserText
CM - Interaction				::CLARIFY:: Interaction Action: One And Done Need: Misroutes/Incorrect Account or CTN/Incorrect Account or CTN/Incorrect Account/CTN Presented Resolution: CTI transfer: Closed incorrect account Notes: Compliance review Created on: 2019-11-08 11:31:40.0
11/08/2019 11:31:24	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CFY.				Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
11/08/2019 11:25:49	CM - Interaction	CRM	- -	
	System Text			UserText
CM - Interaction				::CLARIFY:: Interaction Action: One And Done Need: Misroutes/Incorrect Account or CTN/Incorrect Account or CTN/Incorrect Account/CTN Presented Resolution: Closed incorrect account: Other Notes: Compliance review Created on: 2019-11-08 11:25:39.0
11/08/2019 11:23:55	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CFY.				Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
11/08/2019 11:03:46	CSM General	CSM		
	System Text			UserText
				Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
10/25/2019 21:42:08	CSM General	CSM		
	System Text			UserText
		Add [REDACTED] Soc to migrate customer to GY SY protocol - [REDACTED]		
10/25/2019 21:42:06	Add SUB SOC	SUB		
	System Text			UserText
	[REDACTED] SOC created. [REDACTED] Effective: [REDACTED]			
10/25/2019				
10/25/2019 21:42:06	Expire SUB SOC	SUB		
	System Text			UserText
	[REDACTED] SOC expired. [REDACTED] Expiration date: 10/25/2019.			
10/25/2019 09:09:54	CSM General	CSM		
	System Text			UserText
		Compliance review		
10/18/2019 09:47:38	CSM General	CSM		
	System Text			UserText
		Compliance review		
10/15/2019 12:13:46	CSM General	CSM		
	System Text			UserText
		account accessed for review regarding agent feedback		
10/14/2019 21:17:01	CSM General	CSM		
	System Text			UserText
		account accessed for review regarding agent feedback		
10/12/2019 13:35:15	EDD_Acc_Level_Note	BAN	- -	
	System Text			UserText
		[REDACTED]		
10/12/2019 13:35:12	[REDACTED]	FINN	- -	
	System Text			UserText
	[REDACTED]			

Creation Date	TYPE	Category	Subscriber	Created By
10/08/2019 17:35:56	CSM General	CSM	[REDACTED]	
	System Text		UserText	Compliance review. notes recheck
10/07/2019 17:10:17	CSM General	CSM	[REDACTED]	
	System Text		UserText	Compliance review
10/07/2019 16:12:25	CSM General	CSM	[REDACTED]	
	System Text		UserText	Compliance review
10/07/2019 13:08:23	CSM General	CSM	[REDACTED]	
	System Text		UserText	Compliance review
10/07/2019 12:24:05	CSM General	CSM	[REDACTED]	
	System Text		UserText	Compliance Review
10/02/2019 15:07:40	CSM General	CSM	- -	[REDACTED]
	System Text		UserText	Conducting Compliance Review, [REDACTED]
10/02/2019 14:56:09	CSM General	CSM	[REDACTED]	
	System Text		UserText	compliance review
09/26/2019 16:34:54	CSM General	CSM	- -	[REDACTED]
	System Text		UserText	Account accessed per AT&T Legal Request. [REDACTED]
09/26/2019 10:13:55	CSM General	CSM	- -	[REDACTED]
	System Text		UserText	Accessed account for research regarding agent feedback

Creation Date	TYPE	Category	Subscriber	Created By
09/24/2019 20:58:52	CSM General	CSM	- -	UserText
	System Text			Account accessed per AT&T Legal Request.
09/12/2019 07:58:11	EDD_Acc_Level_Note	BAN	- -	UserText
	System Text			
09/12/2019 07:58:08		FINN	- -	UserText
	System Text			EPAY
09/11/2019 10:31:17	Office of the Pres	COLL	- -	UserText
	System Text			OOP Review.
OOP Escalation				
08/28/2019 19:41:23	Office of the Pres	COLL	- -	UserText
	System Text			OOP** Research only, no cust contact,
OOP Escalation				
08/28/2019 13:18:45	CSM General	CSM	- -	UserText
	System Text			manual review
08/27/2019 14:25:45	CSM General	CSM	- -	UserText
	System Text			manual review
08/18/2019 18:24:38	CM - Interaction	CRM	- -	UserText
	System Text			::CLARIFY:: Interaction Action: One And Done Need: Other Wireless Support and Information/Information Request/Store Location/Information Resolution: Call Disconnected Notes: cci to cancel tablet on this account but could not verify the passcode or email address that we have on file for him// instructed to go to store with his id Created on: 2019-08-18 18:24:35.0
CM - Interaction				

Creation Date	TYPE	Category	Subscriber	Created By
08/18/2019 18:24:09	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None.		Standard Upgrade: Result:Eligible.		
Last Early Upg Date: None. USC: CFY.		Result:Not eligible. Reason:Unknown. Future Elig Date:None.		
		iPhone Standard Upgrade: Result:Eligible.		
		Installment upgrade: Result:Eligible.		
08/15/2019 02:16:53		BAN	--	
	System Text		UserText	
08/12/2019 12:23:45	EDD_Acc_Level_Note	BAN	--	
	System Text		UserText	
08/12/2019 11:14:44		FINN	--	
	System Text		UserText	
		EPAY		
07/12/2019 06:55:07	EDD_Acc_Level_Note	BAN	--	
	System Text		UserText	
07/12/2019 06:55:04		FINN	--	
	System Text		UserText	
		EPAY		
06/12/2019 07:50:15	EDD_Acc_Level_Note	BAN	--	
	System Text		UserText	
06/12/2019 07:50:12		FINN	--	
	System Text		UserText	
05/12/2019 08:04:40	EDD_Acc_Level_Note	BAN	--	
	System Text		UserText	

Creation Date	TYPE	Category	Subscriber	Created By
05/12/2019 08:04:37	FINN	- -		UserText
	System Text			
05/01/2019 13:34:25	CSM General	CSM	- -	UserText
	System Text			accessed account for compliance research
05/01/2019 12:37:40	CSM General	CSM	- -	UserText
	System Text			accessed account for compliance research
05/01/2019 12:36:30	CSM General	CSM	- -	UserText
	System Text			accessed account for compliance research
04/30/2019 15:07:25	CSM General	CSM	- -	UserText
	System Text			Compliance review
04/30/2019 13:10:40	CSM General	CSM	- -	UserText
	System Text			Compliance review
04/30/2019 10:05:22	CSM General	CSM	- -	UserText
	System Text			compliance review
04/29/2019 16:13:04	CSM General	CSM	- -	UserText
	System Text			Compliance review
04/29/2019 13:49:46	CSM General	CSM	- -	UserText
	System Text			Compliance review

Creation Date	TYPE	Category	Subscriber	Created By
04/29/2019 13:21:51	CSM General	CSM	- -	
	System Text		UserText	compliance review for sim card update report
04/29/2019 12:15:26	CSM General	CSM	- -	
	System Text		UserText	compliance review
04/25/2019 07:29:42	CSM General	CSM		
	System Text		UserText	Pulled up acct for review
04/17/2019 19:09:30	CSM General	CSM	- -	
	System Text		UserText	Compliance review for SIM Card Replacement report
04/12/2019 08:34:27	EDD_Acc_Level_Note	BAN	- -	
	System Text		UserText	
04/12/2019 08:34:25		FINN	- -	
	System Text		UserText	
04/02/2019 12:35:47	Upg Elg Check Result	SUB		
	System Text		UserText	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.				
04/02/2019 12:35:43	Upg Elg Check Result	SUB		
	System Text		UserText	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.				
03/18/2019 07:59:13	Upg Elg Check Result	SUB		
	System Text		UserText	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.				

Creation Date	TYPE	Category	Subscriber	Created By
03/14/2019 12:21:22	CSM General	CSM		
	System Text		UserText	
		Qa inspection		
03/12/2019 18:38:48	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
03/12/2019 18:31:55	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
03/12/2019 09:29:44	EDD_Acc_Level_Note	BAN	--	
	System Text		UserText	
03/12/2019 09:29:42		FINN	--	
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.				
03/07/2019 17:35:16	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
03/07/2019 16:27:24	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
03/07/2019 16:01:00	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	

Creation Date	TYPE	Category	Subscriber	Created By
02/28/2019 13:38:46	CM - Case	CRM	- -	
	System Text			UserText
CM - Case			::CLARIFY:: Change to Case	
			<p>Type: Billing/Charges / Fees/Monthly Recurring Charges Priority: Normal Status: Closed SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Closed Notes: -> Incorrect process used for credit request. Closing invalid case. All adjustments must be submitted using the Submit Adjustment Tab in Clarify and not via a Unable to Complete or Billing Charges case. Refer to myCSP *663495 (Mobility)/*160889 (BCS). If an adjustment is needed, foll</p>	

02/28/2019 13:38:33	Billing Inquiry	CSM	- -	
	System Text			UserText
		read only		

02/28/2019 13:19:25	CM - Case	CRM	- -	
System Text		UserText		
CM - Case		::CLARIFY:: Change to Case Type: Billing/Charges / Fees/Monthly Recurring Charges Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open . THE WORKING USER ID IS : [REDACTED]		

02/27/2019 10:02:07 CSM General CSM - - [REDACTED]
System Text UserText
Compliance review

02/21/2019 08:59:16	CM - Case	CRM	- -	
System Text		UserText		
CM - Case		::CLARIFY:: Change to Case Case ID: [REDACTED] Type: Billing/Charges / Fees/Monthly Recurring Charges Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open-Forward . THE WORKING USER ID IS : [REDACTED]		

02/21/2019 08:56:36	CM - Case	CRM	- -	
System Text		UserText		
CM - Case		<p>::CLARIFY:: Change to Case Case ID: [REDACTED] Type: Billing/Charges / Fees/Monthly Recurring Charges Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open-Forward . THE WORKING USER ID IS [REDACTED]</p>		

02/18/2019 13:58:51	CM - Case	CRM	-	-	
System Text			UserText		
CM - Case		::CLARIFY:: Change to Case Case ID: [REDACTED] Type: Billing/Charges / Fees/Monthly Recurring Charges Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open-Forward . THE WORKING USER ID IS [REDACTED]			

Creation Date	TYPE	Category	Subscriber	Created By
02/12/2019 10:22:19	EDD_Acc_Level_Note	BAN	- -	
	System Text		UserText	
02/12/2019 10:22:16		FINN	- -	
	System Text		UserText	
02/08/2019 17:21:27	CM - Interaction	CRM	- -	
	System Text		UserText	
CM - Interaction				
02/08/2019 17:21:00	CM - Case	CRM	- -	
	System Text		UserText	
CM - Case				
02/08/2019 17:20:08	CM - Case	CRM	- -	
	System Text		UserText	
CM - Case				
02/08/2019 17:19:05	CM - Case	CRM	- -	
	System Text		UserText	
CM - Case				

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 17:02:20	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: CPNI/CPNI Preference Change/Duration of Call/Visit		
		[REDACTED]		
		Need: NBA/NBA Offer/BOGO w/new Wireless & TVorBB OR BOGO 50% off w/new Wireless w/o TVorBB Resolution: Offer Not		

02/08/2019 17:02:18	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: CPNIPreference ConsentType :: DOC consent		
		[REDACTED]		
		UpdateStamp :: Fri Feb 08 16:54:38 EST 2019		
		. THE WORKING USER ID IS [REDACTED]		
02/08/2019 17:02:13	DOC/DOV Decline	BAN		
System Text		UserText		
Consent denied for this interaction only.				

02/08/2019 16:55:58	Change Personal Data	BAN	- -	
System Text		UserText		
[REDACTED]				

02/08/2019 16:01:09	CPNI Notification	BAN	- -	
System Text		UserText		
CPNI Notification		CPNI Notification: [REDACTED] Notification		
		Methods:MAIL Originating System:ATLAS Event		
		Type:AccountPasscodeModified		
		Old Value: Name [REDACTED]		
		09:15:45.0		
		New Value: Name: [REDACTED]		
		Email: [REDACTED] Language:E Insert Datetime:2019-02-08		
		09:15:45.0 . THE WORKING USER ID IS [REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 15:35:34	CPNI Notification	BAN	- -	UserText
	System Text			
CPNI Notification				CPNI Notification: [REDACTED] Notification
				Methods:MAIL Originating System:ATLAS Event
				Type:AccountPasscodeModified
				Old Value: Name [REDACTED] Language:E Insert Datetime:2019-02-08 00:20:15.0
				New Value: Name: [REDACTED]
				Email: [REDACTED] language:E Insert Datetime:2019-02-08 00:20:15.0 . THE WORKING USER ID IS [REDACTED]
02/08/2019 11:16:26	CSM General	CSM	[REDACTED]	UserText
	System Text			
				[REDACTED] added. Feature turned on by default due to new line activation or rate plan change or turned on by customer in myATT. See the Stream Saver MyCSP article for more details.. THE WORKING USER ID IS [REDACTED]
02/08/2019 11:16:22	Add SUB SOC	SUB	[REDACTED]	UserText
	System Text			
	SOC created. [REDACTED] Effective:			
02/08/2019				
02/08/2019 11:16:18	Receive Note Message	BAN	- -	SYSTEM
	System Text			UserText
Receive Notification Message: Version status change to ACTIVEe to ACTIVE				
02/08/2019 11:16:13	Cancel SUB	CTN	[REDACTED]	UserText
	System Text			
				[REDACTED]
02/08/2019 11:10:33	Receive Note Message	BAN	- -	SYSTEM
	System Text			UserText
Receive Notification Message: Due Date [REDACTED]				
				[REDACTED]
02/08/2019 11:07:23	Receive Note Message	BAN	- -	SYSTEM
	System Text			UserText
Receive Notification Message: OC request successfully processedlly processed				
				[REDACTED]
02/08/2019 11:07:13	Receive Note Message	BAN	- -	SYSTEM
	System Text			UserText
Receive Notification Message: Other [REDACTED] created, Port Out, Dueated, Port Out, Due Date [REDACTED]				
				[REDACTED]
Timer-Sho				

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:07:06	Acknow Received OSP	BAN	- -	SYSTEM
	System Text			UserText
Acknowledgment received from OSP.				
02/08/2019 11:07:06	Port-Out Req Resp	BAN		
	System Text			UserText
Port-Out Port Request response sent to new Service Provider.				
02/08/2019 11:07:06	PortOut Reqst Receiv	BAN		
	System Text			UserText
Port-Out Port Request received from Operations Support System.				
02/08/2019 10:30:07	CSM General	CSM	- -	
	System Text			UserText
				[REDACTED] entered Customer Verification Screen . THE WORKING USER ID IS [REDACTED]
02/08/2019 10:30:05	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.				
				Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.
02/08/2019 10:30:05	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.				
				Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.
02/08/2019 10:23:33	CSM General	CSM	- -	
	System Text			UserText
				[REDACTED]
02/08/2019 10:21:49	CSM General	CSM	- -	
	System Text			UserText
				Econsent accepted for CSS . THE WORKING USER ID IS : [REDACTED]
02/08/2019 10:21:39	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.				
				Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:21:35	Replace SIM	SUB		
	System Text		UserText	

02/08/2019 10:17:12	Restore SUB	CTN		
	System Text		UserText	
Subscriber Restored effective 02/08/2019. Reason: CUSTOMER REQUEST.				

02/08/2019 10:15:30	Change BAN Passcode	BAN	- -	
	System Text		UserText	
Passcode changed.				

02/08/2019 10:15:11	CSM General	CSM	- -	
	System Text		UserText	
Bypass use of 1-time PIN for ChangePasscode because Initial PIN not received.				

02/08/2019 10:14:16	CSM General	CSM	- -	
	System Text		UserText	
Manual Driver's License bypass selected because Customer Declined Scan. [REDACTED] name on ID as [REDACTED] by [REDACTED] THE WORKING USER ID IS [REDACTED]				

02/08/2019 10:14:16	CSM General	CSM	- -	
	System Text		UserText	
Customer accepted duration of visit/call . THE WORKING USER ID IS [REDACTED]				

02/08/2019 10:14:10	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.				

02/08/2019 10:14:10	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.				

02/08/2019 10:14:10	Upg Elg Check Result	SUB		
	System Text		UserText	
Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.				

02/08/2019 10:14:10	Upg Elg Check Result	SUB		
	System Text		UserText	
Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.				

02/08/2019 10:14:04	CSM General	CSM	- -	
	System Text		UserText	
Image Capture of ID was attention. . THE WORKING USER ID IS [REDACTED]				

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:14:04	CSM General	CSM	- -	UserText [REDACTED] THE WORKING USER ID IS [REDACTED]
	System Text			
02/08/2019 10:12:09	CSM General	CSM	- -	UserText [REDACTED] RSC entered Customer Verification Screen . THE WORKING USER ID IS [REDACTED]
	System Text			
02/08/2019 08:15:56	CM - Interaction	CRM	- -	UserText [REDACTED]
	System Text			
CM - Interaction				::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended Notes: Created on: 2019-02-08 08:15:53.0 Caller: [REDACTED];Not Verified; . THE WORKING USER ID IS [REDACTED]
02/08/2019 08:11:24	Suspend SUB	CTN	- -	UserText [REDACTED]
	System Text			
Subscriber Suspended. effective 02/08/2019. Reason: Customer Request.				cx wants to suspend it because it was sim swapped. cx will go into the store for futher assistance
02/08/2019 02:15:18	CM - Interaction	CRM	- -	UserText [REDACTED]
	System Text			
CM - Interaction				::CLARIFY:: Interaction Action: One And Done Need: Account/Account and Profile Management/Update Passcode Resolution: Successful Notes: Passcode was updated successfully Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Call Disconnected Notes: replacement/ sim card to be activated on the [REDACTED] line>call got disc Created on: 2019-02-08 02:15:09.0 [REDACTED]
02/08/2019 01:29:57	CM - Interaction	CRM	- -	UserText [REDACTED]
	System Text			
CM - Interaction				::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Card Issue Resolution: Replace SIM: Technical/Troubleshooting Notes: cx wants to activate new sim updated sim restart phone sim already working Created on: 2019-02-08 01:29:52.0 [REDACTED] USER ID

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 01:26:38	Expire SUB SOC	SUB		
	System Text			UserText
	SOC expired. [REDACTED] Expiration date: 02/08/2019.			
02/08/2019 01:26:38	Add SUB SOC	SUB		
	System Text			UserText
	SOC created. [REDACTED] Effective: 02/08/2019.			
02/08/2019 01:26:38	Replace SIM	SUB		
	System Text			UserText
	[REDACTED] Date: 2/8/2019, Amount: 0, Reason: Replace w/COAM Device.			cx got a replacement sim card
02/08/2019 01:24:30	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
02/08/2019 01:20:43	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
02/08/2019 01:20:12	Change BAN Passcode	BAN	--	
	System Text			UserText
Passcode changed.				
02/08/2019 01:19:42	Verify PIN	CSM	--	
	System Text			UserText
Request to Verify Temporary PIN on 02-07-2019:22:19:42 by [REDACTED]. Verification was successful.				Request to Verify Temporary PIN on 2019-02-07T22:19:42Z by [REDACTED]. THE WORKING USER ID IS [REDACTED]
02/08/2019 01:17:59	Generate PIN	CSM	--	
	System Text			UserText
PIN Generation has been requested on 02-08-2019:00:17:58 by [REDACTED]. Delivery method: Email. Delivery Destination: [REDACTED]				PIN Generation has been requested on 2019-02-08T00:17:58Z by [REDACTED] Delivery method: Email. Delivery Destination: [REDACTED] THE WORKING USER ID IS [REDACTED]
02/06/2019 21:10:06	Upgrade Elig Check	SUB		
	System Text			UserText
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .				Reason: Eligible

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 21:10:03	Upgrade Elig Check	SUB		
	System Text			UserText
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .		Reason: Eligible		
02/06/2019 21:06:45	Restore SUB	CTN		
	System Text			UserText
Subscriber Restored effective 02/06/2019. Reason: CUSTOMER REQUEST.				
02/06/2019 20:59:47	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: COR.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
02/06/2019 20:59:46	CSM General	CSM	- -	
	System Text			UserText
Account Accessed via Unverified Flow by Rep.. THE WORKING USER ID IS		Call Center Unified		
02/06/2019 20:54:14	Suspend SUB	CTN		
	System Text			UserText
Subscriber Suspended. effective 02/06/2019. Reason: CUSTOMER REQUEST.				
02/06/2019 20:37:10	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
02/06/2019 20:37:10	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
02/06/2019 20:36:35	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 20:21:07	CPNI Notification	BAN	- -	UserText
	System Text			CPNI Notification: [REDACTED] Notification
	CPNI Notification			Methods:MAIL Originating System:ATLAS Event
				Type:AccountEmailAddressModified
				[REDACTED]
				Language:E Insert Datetime:2019-02-06 18:28:06.0
				[REDACTED] Language:E Insert Datetime:2019-02-06
				18:28:06.0 . THE WORKING USER ID IS [REDACTED]
02/06/2019 19:33:35	FRAUD RESEARCH	DIAL		UserText
	System Text			**Fraud Department**
				[REDACTED]
02/06/2019 19:33:20	CSM General	CSM	- -	UserText
	System Text			[REDACTED] . THE WORKING USER ID IS [REDACTED]
02/06/2019 19:32:49	CSM General	CSM	- -	UserText
	System Text			Econsent accepted for CSS. . THE WORKING USER ID IS : [REDACTED]
02/06/2019 19:31:56	Upg Elg Check Result	SUB		UserText
	System Text			Standard Upgrade: Result:Eligible.
	Equipment Upgrade Eligibility Check. Last Upg Date: None.			Result:Not eligible. Reason:Unknown. Future Elig Date:None.
	Last Early Upg Date: None. USC: COR.			iPhone Standard Upgrade: Result:Eligible.
				Installment upgrade: Result:Eligible.
02/06/2019 19:31:52	Replace SIM	SUB		UserText
	System Text			[REDACTED]
02/06/2019 19:30:47	Restore SUB	CTN		UserText
	System Text			[REDACTED]
	Subscriber Restored effective 02/06/2019. Reason: [REDACTED]			

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:30:09	Restore SUB	CTN		
	System Text			UserText
Subscriber Restored effective 02/06/2019. Reason: [REDACTED]				
02/06/2019 19:28:07		BAN	- -	
	System Text			UserText
[REDACTED]				
02/06/2019 19:28:03	Change Personal Data	BAN	- -	
	System Text			UserText
[REDACTED]				
02/06/2019 19:28:03		BAN	- -	
	System Text			UserText
[REDACTED]				
02/06/2019 19:28:03		BAN	- -	
	System Text			UserText
[REDACTED]				
02/06/2019 19:22:03	CPNI Notification	BAN	- -	
	System Text			UserText
CPNI Notification				
[REDACTED]				
02/06/2019 19:12:12	Special Instructions	GEN	- -	
	System Text			UserText
[REDACTED]				
Resolution: advised to fraud to have line restored . THE WORKING USER ID IS [REDACTED]				
02/06/2019 18:59:12	Change BAN Passcode	BAN	- -	
	System Text			UserText
Passcode changed.				

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 18:59:04	CSM General	CSM	- -	UserText
	System Text			
02/06/2019 18:58:30	CSM General	CSM	- -	UserText
	System Text			Customer accepted duration of visit/call . THE WORKING USER ID IS :
02/06/2019 18:58:30	CSM General	CSM	- -	UserText
	System Text			THE WORKING USER ID IS
02/06/2019 18:58:30	CSM General	CSM	- -	UserText
	System Text			Image Capture of ID was attention. . THE WORKING USER ID IS
02/06/2019 18:58:30	CSM General	CSM	- -	UserText
	System Text			
02/06/2019 18:57:22	CSM General	CSM	- -	UserText
	System Text			
02/06/2019 18:57:19	Upg Elg Check Result	SUB		UserText
	System Text			Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.				
02/06/2019 18:57:18	Upg Elg Check Result	SUB		UserText
	System Text			Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.				

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 08:37:34	FRAUD RESEARCH	DIAL		
	System Text		UserText	
	Fraud Department			
	General			
02/06/2019 08:29:37	CPNI Notification	BAN		
	System Text		UserText	
CPNI Notification				
02/06/2019 08:22:08	Suspend SUB	CTN		
	System Text		UserText	
Subscriber Suspended. effective 02/06/2019. Reason: Fraud Investigation.				
02/06/2019 08:19:30	Suspend SUB	CTN		
	System Text		UserText	
Subscriber Suspended. effective 02/06/2019. Reason: [REDACTED]				
02/06/2019 08:12:06	CM - Interaction	CRM		
	System Text		UserText	
CM - Interaction				
	::CLARIFY:: Interaction			
	Action: One And Done			
	Need: Other Wireless Support and Information/Other Wireless Support/Disabilities Support Services			
	Resolution: Assisted with Mobile Speak			
02/06/2019 08:09:44	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				
	Standard Upgrade: Result:Eligible.			
	Result:Not eligible. Reason:Unknown. Future Elig Date:None.			
	iPhone Standard Upgrade: Result:Eligible.			
	Installment upgrade: Result:Eligible.			

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:35:43	Change BAN Passcode	BAN	- -	
	System Text			UserText
Passcode changed.				
02/06/2019 00:35:25	Verify PIN	CSM	- -	
	System Text			UserText
02/06/2019 00:34:30	Generate PIN	CSM	- -	
	System Text			UserText
02/04/2019 20:47:12	CPNI Notification	BAN	- -	
	System Text			UserText
CPNI Notification				
02/04/2019 19:36:54	Add SUB SOC	SUB		
	System Text			UserText
SOC created. [REDACTED] Effective: 02/04/2019.				
02/04/2019 19:36:54	Expire SUB SOC	SUB		
	System Text			UserText
SOC expired. [REDACTED] Expiration date: 02/04/2019.				
02/04/2019 19:36:54	Add IMEI	SUB		
	System Text			UserText
02/04/2019 19:32:29	CSM General	CSM	- -	
	System Text			UserText

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:31:45	CSM General	CSM	- -	
	System Text		UserText	Econsent accepted for CSS.. THE WORKING USER ID IS [REDACTED]
02/04/2019 19:31:31	Upg Elg Check Result	SUB		
	System Text		UserText	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
02/04/2019 19:31:28	Replace SIM	SUB		
	System Text		UserText	[REDACTED]
02/04/2019 19:29:27	Restore SUB	CTN		
	System Text		UserText	Subscriber Restored effective 02/04/2019. Reason: CUSTOMER REQUEST.
02/04/2019 19:23:47	Special Instructions	GEN	- -	
	System Text		UserText	[REDACTED]
02/04/2019 19:20:30	Change BAN Passcode	BAN	- -	
	System Text		UserText	Passcode changed.
02/04/2019 19:19:42	CSM General	CSM	- -	
	System Text		UserText	[REDACTED]
02/04/2019 19:17:25	CSM General	CSM	- -	
	System Text		UserText	[REDACTED]
02/04/2019 19:17:25	CSM General	CSM	- -	
	System Text		UserText	Customer accepted duration of visit/call . THE WORKING USER ID IS : [REDACTED]

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:17:17	CSM General	CSM	--	
	System Text		UserText	THE WORKING USER ID IS
02/04/2019 19:17:16	CSM General	CSM	--	
	System Text		UserText	THE WORKING USER ID IS
02/04/2019 19:16:26	CSM General	CSM	--	
	System Text		UserText	entered Customer Verification Screen . THE WORKING USER ID
02/04/2019 19:16:23	Upg Elg Check Result	SUB		
	System Text		UserText	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.
	Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.			
02/04/2019 19:16:23	Upg Elg Check Result	SUB		
	System Text		UserText	Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.
	Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.			
02/04/2019 07:58:56	CM - Interaction	CRM	--	
	System Text		UserText	::CLARIFY:: Interaction Action: One And Done Need: Account and Profile Management/Service Suspension and Restorals/Voluntary Suspend or Restore Resolution: Unable to complete per VID or Policy
	CM - Interaction			
				Created on: 2019-02-04 07:58:51.0
02/04/2019 07:51:24	Upg Elg Check Result	SUB		
	System Text		UserText	Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.
	Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.			

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 22:32:24	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
02/03/2019 21:20:47	CM - Interaction	CRM	- -	
	System Text			UserText
CM - Interaction			::CLARIFY:: Interaction Action: One And Done Need: CPNI/CPNI Preference Change/Duration of Call/Visit	
			Action: One And Done Need: NBA/NBA Offer/\$200 Reward Card for new high speed BB-stacked with \$100 video reward card Resolution: Offer	
02/03/2019 21:20:44	CM - Interaction	CRM	- -	
	System Text			UserText
CM - Interaction			::CLARIFY:: CPNIPreference	
			UpdateStamp :: Sun Feb 03 20:18:02 CST 2019 . THE WORKING USER ID IS	
02/03/2019 21:20:43	DOC/DOV Decline	BAN		
	System Text			UserText
02/03/2019 21:12:14	Expire SUB SOC	SUB		
	System Text			UserText
Subscriber level SOC expired. [REDACTED] date: 02/03/2019.		Expiration		
02/03/2019 21:12:14	Add SUB SOC	SUB		
	System Text			UserText
Subscriber level SOC created. [REDACTED] Effective: 02/03/2019.				
02/03/2019 21:12:14	Replace SIM	SUB		
	System Text			UserText

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 21:02:48	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
02/03/2019 21:01:30	Feature Inquiry	IND		
	System Text		UserText	
02/03/2019 20:45:37	Feature Inquiry	IND		
	System Text		UserText	
02/03/2019 20:45:30	Feature Inquiry	IND		
	System Text		UserText	
02/03/2019 20:39:25	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
02/03/2019 15:48:19	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071..	
02/01/2019 16:49:48	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071..	
01/22/2019 00:48:45	CM - Commitment	CRM	- -	
	System Text		UserText	
CM - Commitment			::CLARIFY:: Commitment Priority: Normal Status: Completed Due Date: 12/5/2018 8:00:00 PM	

Creation Date	TYPE	Category	Subscriber	Created By
01/12/2019 08:09:16	EDD_Acc_Level_Note	BAN	- -	
	System Text		UserText	
		Email payment receipt sent to: [REDACTED] THE WORKING USER ID IS [REDACTED]		
01/12/2019 08:09:13		FINN	- -	
	System Text		UserText	
		EPAY		
01/07/2019 16:12:18	Upgrade Elig Check	SUB		
	System Text		UserText	
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .			Reason: Eligible	
01/07/2019 16:12:15	Upgrade Elig Check	SUB		
	System Text		UserText	
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .			Reason: Eligible	
01/07/2019 16:09:19	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: COR.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
01/07/2019 16:09:19	CSM General	CSM	- -	
	System Text		UserText	
CM - Interaction				
01/07/2019 16:06:45	CM - Interaction	CRM	- -	
	System Text		UserText	
CM - Interaction			::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended	
			Created on: 2019-01-07 16:06:40.0	
01/07/2019 16:05:25	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	

Creation Date	TYPE	Category	Subscriber	Created By
01/07/2019 16:05:25	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	
01/07/2019 16:05:19	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	
01/07/2019 16:05:19	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	
12/12/2018 13:40:01	EDD_Acc_Level_Note	BAN	--	
	System Text		UserText	
			Email payment receipt sent to: [REDACTED]	THE WORKING
			USER ID IS [REDACTED]	
12/12/2018 13:39:59		FINN	--	
	System Text		UserText	
			EPAY	
12/05/2018 12:50:12	EDD_Acc_Level_Note	BAN	--	
	System Text		UserText	
			[REDACTED]	
12/05/2018 09:33:41	Fraud General	GEN		
	System Text		UserText	
			Fraud Department **Definite Consumer Fraud**	
			[REDACTED]	

Creation Date	TYPE	Category	Subscriber	Created By
12/05/2018 09:27:16	Special Instructions	GEN	- -	UserText
	System Text			
12/05/2018 09:19:03	Expire SUB SOC	SUB		UserText
	System Text			
Subscriber level SOC expired. [REDACTED]	Expiration			
date: 12/05/2018.				
12/05/2018 09:19:03	Add SUB SOC	SUB		UserText
	System Text			
Subscriber level SOC created. [REDACTED]	Effective:			
12/05/2018 09:19:03	Replace SIM	SUB		UserText
	System Text			
12/05/2018 09:13:49	Restore SUB	CTN		UserText
	System Text			
Subscriber Restored effective 12/05/2018. Reason:				
Customer Request.				
12/05/2018 08:43:14	CM - Interaction	CRM	- -	UserText
	System Text			
CM - Interaction				
		::CLARIFY:: Interaction		
		Action: Transferred Call		
		Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and Fraud		
12/05/2018 08:40:05	Upg Elg Check Result	SUB		UserText
	System Text			
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				
		Standard Upgrade: Result:Eligible.		
		Result:Not eligible. Reason:Unknown. Future Elig Date:None.		
		iPhone Standard Upgrade: Result:Eligible.		
		Installment upgrade: Result:Eligible.		
12/04/2018 23:17:53	Service Sum Generate	CSM		UserText
	System Text			
Customer Service Summary Generated.				
		Customer Service Summary was generated on December 4, 2018 2:36:51 PM CST . THE WORKING USER ID IS [REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 17:19:43	FRAUD RESEARCH	DIAL	[REDACTED]	
System Text			UserText	
<p>**Fraud Department** Account Hijacked</p> [REDACTED]				
[REDACTED]				

12/04/2018 16:56:04	CM - Interaction	CRM	- -	[REDACTED]
System Text			UserText	
CM - Interaction			<p>::CLARIFY:: Interaction Action: One And Done Need: NBA/NBA Offer/BOGO w/new Apple,Samsung,LG devices-No TV Req-Upgrade+Upgrade NOT eligible Resolution: Did Not Offer Notes: Not Offered Action: One And Done Need: Billing/Bill Review/Mobile Share Data Charges Resolution: Assisted via myATT Mobile App Notes:</p> [REDACTED]	
[REDACTED]				

12/04/2018 16:37:09	Suspend SUB Stolen	CTN	[REDACTED]	
System Text			UserText	
Subscriber Suspended. Effective: 12/04/2018. Reason: [REDACTED]				
[REDACTED]				

12/04/2018 16:35:11	EDD_Acc_Level_Note	BAN	- -	[REDACTED]
System Text			UserText	
[REDACTED]				

12/04/2018 16:33:32	Upg Elg Check Result	SUB	[REDACTED]	
System Text			UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.			<p>Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.</p>	
[REDACTED]				

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:37:02	CSM General	CSM	- -	
	System Text		UserText	Econsent accepted for CSS.. THE WORKING USER ID IS [REDACTED]
12/04/2018 15:36:49	Upg Elg Check Result	SUB		
	System Text		UserText	Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
12/04/2018 15:36:46	Replace SIM	SUB		
	System Text		UserText	[REDACTED]
12/04/2018 15:36:29	CSM General	CSM	- -	
	System Text		UserText	[REDACTED]
12/04/2018 15:34:21	CSM General	CSM	- -	
	System Text		UserText	[REDACTED]
12/04/2018 15:34:21	CSM General	CSM	- -	
	System Text		UserText	Customer accepted duration of visit/call . THE WORKING USER ID IS [REDACTED]
12/04/2018 15:34:14	CSM General	CSM	- -	
	System Text		UserText	THE WORKING USER ID IS [REDACTED]
12/04/2018 15:34:14	CSM General	CSM	- -	
	System Text		UserText	[REDACTED]
12/04/2018 15:33:40	CSM General	CSM	- -	
	System Text		UserText	[REDACTED]

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:33:38	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	
12/04/2018 15:33:37	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	
12/04/2018 13:44:29	CSM General	CSM	--	
	System Text		UserText	
12/04/2018 13:44:29	CSM General	CSM	--	
	System Text		UserText	
			Customer accepted duration of visit/call . THE WORKING USER ID IS	
12/04/2018 13:44:17	CSM General	CSM	--	193461371 - OPUS - AF
	System Text		UserText	
12/04/2018 13:44:16	CSM General	CSM	--	
	System Text		UserText	
12/04/2018 13:43:38	CSM General	CSM	--	
	System Text		UserText	
12/04/2018 13:43:35	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	
12/04/2018 13:43:35	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 13:43:26	EDD_Acc_Level_Note	BAN	- -	UserText
	System Text			
12/04/2018 13:39:13	EDD_Acc_Level_Note	BAN	- -	UserText
	System Text			
12/03/2018 00:00:00	Special Instructions	GEN		UserText
	System Text			
12/03/2018 19:08:32	CM - Interaction	CRM	- -	UserText
	System Text			
CM - Interaction				<p>::CLARIFY:: Interaction Action: One And Done Need: CPNI/CPNI Preference Change/Duration of Call/Visit Resolution: Customer-initiated permanent consent.</p>
				<p>Need: CPNI/CPNI Preference Change/Permanent</p>
12/03/2018 19:08:30	CM - Interaction	CRM	- -	UserText
	System Text			
CM - Interaction				<p>::CLARIFY:: CPNIPreference</p>
12/03/2018 19:08:30	CM - Interaction	CRM	- -	UserText
	System Text			
CM - Interaction				<p>::CLARIFY:: CPNIPreference</p>

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:08:22		BAN		
	System Text		UserText	

12/03/2018 19:06:35	Expire SUB SOC	SUB		
	System Text		UserText	
	SOC expired.	Expiration		

12/03/2018 19:06:35	Expire SUB SOC	SUB		
	System Text		UserText	
	SOC expired.	Expiration		

12/03/2018 19:06:35	Expire SUB SOC	SUB		
	System Text		UserText	
	SOC expired.	Expiration		

12/03/2018 19:06:35	Expire SUB SOC	SUB		
	System Text		UserText	
	SOC expired.	Expiration		

12/03/2018 19:06:35	Expire SUB SOC	SUB		
	System Text		UserText	
	SOC expired.	Expiration date:		

12/03/2018 19:06:35	Expire SUB SOC	SUB		
	System Text		UserText	
	SOC expired.	Expiration date:		

12/03/2018 19:06:35	Expire SUB SOC	SUB		
	System Text		UserText	
	SOC expired.	Expiration date:		

12/03/2018 19:06:35	Expire SUB SOC	SUB		
	System Text		UserText	
	SOC expired.	3. Expiration		

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Add SUB SOC	SUB		
	System Text			UserText
	SOC created.	Effective:		
12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB		
	System Text			UserText
	SOC created.	Effective:		
12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB		
	System Text			UserText
	SOC created.	Effective:		
12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB		
	System Text			UserText
	SOC created.	Effective:		
12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB		
	System Text			UserText
	SOC created.	Effective:		
12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB		
	System Text			UserText
	SOC created.	Effective:		
12/03/2018.				
12/03/2018 19:06:35	Expire SUB SOC	SUB		
	System Text			UserText
	SOC expired.	Expiration		
date: 12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB		
	System Text			UserText
	SOC created.	Effective:		
12/03/2018.				
12/03/2018 19:04:05	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 12:25:42	Special Instructions	GEN	- -	
	System Text		UserText	
12/03/2018 12:24:20	FRAUD RESEARCH	DIAL		
	System Text		UserText	
		Fraud Department		
12/03/2018 12:18:16	Special Instructions	GEN	- -	
	System Text		UserText	
12/03/2018 12:17:39	Special Instructions	GEN	- -	
	System Text		UserText	
12/03/2018 11:43:36	CM - Interaction	CRM	- -	
	System Text		UserText	
CM - Interaction			::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended	
12/03/2018 09:50:25	CM - Interaction	CRM	- -	
	System Text		UserText	
CM - Interaction			::CLARIFY:: Interaction Action: Transferred Call Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and	

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 09:31:26	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
12/03/2018 09:28:39	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS	
12/03/2018 05:11:39	EDD_Acc_Level_Note	BAN	- -	
	System Text		UserText	
12/02/2018 21:58:24	Service Sum Generate	CSM		
	System Text		UserText	
Customer Service Summary Generated.				
12/02/2018 13:44:55	CM - Interaction	CRM	- -	
	System Text		UserText	
CM - Interaction			::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended	
12/02/2018 12:20:31	Change Equipment	CSM		
	System Text		UserText	
Network driven IMEI update			Device IMEI Auto-Update - Device IMEI in Telegence was updated to match device being used on our network. No plan change required. .	
12/02/2018 12:20:30	Add SUB SOC	SUB		
	System Text		UserText	
SOC created. [REDACTED] Effective: 12/02/2018.				
12/02/2018 12:20:30	Add SUB SOC	SUB		
	System Text		UserText	
SOC created. [REDACTED] Effective: 12/02/2018.				

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:20:30	Add IMEI	SUB	[REDACTED]	
	System Text			UserText
[REDACTED]	[REDACTED]			
12/02/2018 12:20:29	Change Equipment rsn	SUB	[REDACTED]	
	System Text			UserText
The IMEI has been changed by [REDACTED]			[REDACTED]	
[REDACTED]	[REDACTED]			
12/02/2018 12:20:27	Special Instructions	GEN	--	[REDACTED]
	System Text			UserText
[REDACTED]	[REDACTED]			
12/02/2018 12:18:11		FINN	[REDACTED]	
	System Text			UserText
[REDACTED]			THE CHARGE CREATED BY [REDACTED] THE USER ID IS [REDACTED]	
[REDACTED]	[REDACTED]			
12/02/2018 12:18:09	CSM General	CSM	--	[REDACTED]
	System Text			UserText
[REDACTED]	[REDACTED]			
12/02/2018 12:17:29	CSM General	CSM	--	[REDACTED]
	System Text			UserText
[REDACTED]	[REDACTED]			
12/02/2018 12:17:19	Upg Elg Check Result	SUB	[REDACTED]	
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
[REDACTED]	[REDACTED]			
12/02/2018 12:07:21	CSM General	CSM	--	[REDACTED]
	System Text			UserText
[REDACTED]	[REDACTED]			
12/02/2018 12:06:58	Upg Elg Check Result	SUB	[REDACTED]	
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
[REDACTED]	[REDACTED]			

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:06:54	Replace SIM	SUB	[REDACTED]	
	System Text			UserText
[REDACTED]				
12/02/2018 12:05:34	CPNI Notification	BAN	- -	[REDACTED]
	System Text			UserText
[REDACTED]	CPNI Notification			[REDACTED]
[REDACTED]				
12/02/2018 12:02:44	Restore SUB	CTN	[REDACTED]	
	System Text			UserText
Subscriber Restored effective 12/02/2018. Reason: CUSTOMER REQUEST.				
[REDACTED]				
12/02/2018 12:02:18	Change BAN Passcode	BAN	- -	[REDACTED]
	System Text			UserText
Passcode changed.				
[REDACTED]				
12/02/2018 12:01:54	CSM General	CSM	- -	[REDACTED]
	System Text			UserText
[REDACTED]				[REDACTED]
12/02/2018 12:01:54	CSM General	CSM	- -	[REDACTED]
	System Text			UserText
[REDACTED]				[REDACTED]
12/02/2018 12:01:29	CSM General	CSM	- -	[REDACTED]
	System Text			UserText
[REDACTED]				[REDACTED]
12/02/2018 12:01:27	Upg Elg Check Result	SUB	[REDACTED]	
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.				Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:01:27	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.	
12/01/2018 19:59:24	CM - Commitment	CRM	- -	
	System Text		UserText	
CM - Commitment			::CLARIFY:: Commitment ID: 1247301632 Priority: Normal Status: Completed Due Date: 12/5/2018 8:00:00 PM	
12/01/2018 18:18:19	CM - Interaction	CRM	- -	
	System Text		UserText	
CM - Interaction			::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Replace SIM: Technical/Troubleshooting	
12/01/2018 18:12:47	Suspend SUB	CTN		
	System Text		UserText	
Subscriber Suspended. effective 12/01/2018. Reason: Customer is Cutting Back.				
12/01/2018 18:06:20	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
12/01/2018 17:04:12	Add IMEI	SUB		
	System Text		UserText	

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 17:00:21	CM - Interaction	CRM	- -	UserText
	System Text			
CM - Interaction				
	::CLARIFY:: Interaction			
	Action: One And Done			
	Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and			
	Troubleshooting/SIM Update/Replace			
	Resolution: Replace SIM: Cross Upgrade			
12/01/2018 16:55:46	Expire SUB SOC	SUB		UserText
	System Text			
	SOC expired. [REDACTED] Expiration			
	date: 12/01/2018.			
12/01/2018 16:55:46	Expire IMEI	SUB		UserText
	System Text			
IMEI Expired. IMEI: 355309083675617. Expiration date:				
12/01/2018.				
12/01/2018 16:55:46	Add IMEI	SUB		UserText
	System Text			
IMEI Added. IMEI: 355400085974809. Effective date:				
12/01/2018.				
12/01/2018 16:55:45	Change Equipment rsn	SUB		UserText
	System Text			
The IMEI has been changed by [REDACTED]			Customer owned equipment	
12/01/2018 16:54:11	Replace SIM	SUB		UserText
	System Text			
12/01/2018 16:51:47	Upg Elg Check Result	SUB		UserText
	System Text			
Equipment Upgrade Eligibility Check. Last Upg Date:			Standard Upgrade: Result:Eligible.	
03/13/2015. Last Early Upg Date: None. USC: CFY.			Result:Not eligible. Reason:Unknown. Future Elig Date:None.	
			iPhone Standard Upgrade: Result:Eligible.	
			Installment upgrade: Result:Eligible.	

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 16:45:56	CM - Interaction	CRM	- -	
	System Text			UserText
CM - Interaction				
12/01/2018 16:39:03	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				
11/30/2018 23:57:42	CM - Interaction	CRM	- -	
	System Text			UserText
CM - Interaction				
11/30/2018 23:57:12	CM - Commitment	CRM	- -	
	System Text			UserText
CM - Commitment				
11/30/2018 23:39:18	CM - Interaction	CRM	- -	
	System Text			UserText
CM - Interaction				

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:39:08	CM - Commitment	CRM	--	
	System Text		UserText	
CM - Commitment				
11/30/2018 23:32:16	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				
11/30/2018 23:29:18	CM - Interaction	CRM	--	
	System Text		UserText	
CM - Interaction				
11/30/2018 23:22:29	CM - Interaction	CRM	--	
	System Text		UserText	
CM - Interaction				
11/30/2018 23:20:53	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:19:48	CM - Interaction	CRM	- -	UserText
	System Text			
CM - Interaction				
11/30/2018 23:19:37	Special Instructions	GEN	- -	UserText
	System Text			
11/30/2018 23:16:20	Upg Elg Check Result	SUB		UserText
	System Text			
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
11/30/2018 23:15:22	Special Instructions	GEN	- -	UserText
	System Text			
11/30/2018 23:14:44	Upg Elg Check Result	SUB		UserText
	System Text			
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
11/30/2018 23:04:46	CM - Interaction	CRM	- -	UserText
	System Text			
CM - Interaction				

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 22:54:26	CM - Interaction	CRM	- -	
	System Text		UserText	
CM - Interaction				
11/30/2018 22:47:03	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				
Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.				
11/30/2018 22:46:22	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				
Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.				
11/30/2018 22:46:04	Special Instructions	GEN	- -	
	System Text		UserText	
11/30/2018 22:29:10	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				
Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.				
11/30/2018 22:26:10	CM - Interaction	CRM	- -	
	System Text		UserText	
CM - Interaction				
::CLARIFY:: Interaction Action: Transferred Call Need: Shop and Purchase/Activations or Add a Line/Activate Device				
11/30/2018 22:22:29	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				
Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.				

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:24:42	Upgrade Elig Check	SUB		
	System Text		UserText	
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .			Reason: Eligible	
11/30/2018 13:24:38	Upgrade Elig Check	SUB		
	System Text		UserText	
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .			Reason: Eligible	
11/30/2018 13:22:43	CM - Interaction	CRM	--	
	System Text		UserText	
CM - Interaction			::CLARIFY:: CPNIPreference	
11/30/2018 13:22:37	CM - Interaction	CRM	--	
	System Text		UserText	
CM - Interaction			::CLARIFY:: Interaction Action: One And Done Need: CPNI/CPNI Preference Change/Duration of Call/Visit	
11/30/2018 13:22:33		BAN		
	System Text		UserText	
CM - Interaction				
11/30/2018 13:17:25	CM - Interaction	CRM	--	
	System Text		UserText	
CM - Interaction			::CLARIFY:: Interaction Action: One And Done Need: Shop and Purchase/Activations or Add a Line/Activate Device Resolution: Assisted with New Activation	
11/30/2018 13:16:49	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:15:15	Generate PIN	CSM	- -	
	System Text			UserText
11/30/2018 13:08:51	CM - Interaction	CRM	- -	
	System Text			UserText
CM - Interaction				
11/30/2018 13:07:49	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.				Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
11/30/2018 13:07:48	CSM General	CSM	- -	
	System Text			UserText
11/30/2018 13:06:02	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.				Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.
11/30/2018 13:06:02	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.				Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.
11/30/2018 13:05:53	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
11/30/2018 13:05:30	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.				Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

Creation Date	TYPE	Category	Subscriber	Created By
11/16/2018 08:01:06	Voice Usage Alert	CSM		
	System Text		UserText	
Voice Usage Notification sent			Pls review unbilled voice usg and educate on related charges. Any changes should be backdated to the beginning of the current bill cycle. Refer to Voice Usage Controls in CSP for details. . THE WORKING USER ID IS	
11/12/2018 08:21:23	EDD_Acc_Level_Note	BAN	- -	
	System Text		UserText	
11/12/2018 08:21:21		FINN	- -	
	System Text		UserText	
11/06/2018 15:43:10	CPNI Notification	BAN	- -	
	System Text		UserText	
CPNI Notification			CPNI Notification:	
11/06/2018 13:31:18	Fraud General	GEN		
	System Text		UserText	
			Fraud Department **General**	
11/06/2018 13:29:30	Replace SIM	SUB		
	System Text		UserText	
11/06/2018 13:27:12	Restore SUB	CTN		
	System Text		UserText	
Subscriber Restored effective 11/06/2018. Reason: Customer Request.				

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:26:22	Change Security Lvl	BAN		
System Text			UserText	

Passcode security level was changed from STANDARD to EXTRA. User ID [REDACTED]

11/06/2018 11:25:29	FRAUD RESEARCH	DIAL		
System Text			UserText	
Fraud Department Account Hijacked [REDACTED]				

11/06/2018 11:19:00	Special Instructions	GEN	- -	
System Text			UserText	
[REDACTED]				

11/06/2018 11:16:04	Suspend SUB	CTN		
System Text			UserText	
Subscriber Suspended. effective 11/06/2018. Reason: Other.				

11/06/2018 11:16:00	CPNI Notification	BAN	- -	
System Text			UserText	
CPNI Notification [REDACTED]				

11/06/2018 11:15:59	CPNI Notification	BAN	- -	
System Text			UserText	
CPNI Notification [REDACTED]				

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:15:33	CPNI Notification	BAN	--	
	System Text		UserText	
CPNI Notification		CPNI Notification:		
11/06/2018 11:15:21	CPNI Notification	BAN	--	
	System Text		UserText	
CPNI Notification		CPNI Notification:		
11/06/2018 11:12:16		BAN	--	
	System Text		UserText	
11/06/2018 11:12:12		BAN	--	
	System Text		UserText	
11/06/2018 11:12:12		BAN	--	
	System Text		UserText	
11/06/2018 11:11:17		BAN	--	
	System Text		UserText	
11/05/2018 18:12:15	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: BBI.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/05/2018 18:11:44	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: BBI.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
11/05/2018 18:11:41	Replace SIM	SUB		
	System Text		UserText	
11/05/2018 18:11:35	CSM General	CSM	--	
	System Text		UserText	
11/05/2018 18:09:48	CSM General	CSM	--	
	System Text		UserText	
11/05/2018 18:09:12	CSM General	CSM	--	
	System Text		UserText	
11/05/2018 18:09:09	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
11/05/2018 18:09:09	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
11/05/2018 15:18:12	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent		Data Overage Alert: Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS		
11/04/2018 22:16:59	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent		Data Usage Alert: Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS		
11/02/2018 13:10:56	CSM General	CSM		
	System Text		UserText	

Creation Date	TYPE	Category	Subscriber	Created By
11/01/2018 12:10:21	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Overage Alert:	Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]
10/29/2018 18:31:08	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert:	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]
10/26/2018 11:22:41	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert:	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]
10/12/2018 09:08:27	EDD_Acc_Level_Note	BAN	--	190995749 - EDD API II
	System Text		UserText	
10/12/2018 09:08:25		FINN	--	
	System Text		UserText	
10/04/2018 09:00:01	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Overage Alert:	Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]
10/01/2018 19:01:42	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert:	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]
09/26/2018 07:56:21	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert:	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]
09/12/2018 08:07:56	EDD_Acc_Level_Note	BAN	--	
	System Text		UserText	

Creation Date	TYPE	Category	Subscriber	Created By
09/12/2018 08:07:54		FINN	- -	
	System Text		UserText	
09/05/2018 23:53:44	Domestic Data Notice	CSM		UserText
	System Text			
Domestic Data Usage Notification sent			Data Overage Alert:	Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]
09/04/2018 15:32:47	Domestic Data Notice	CSM		UserText
	System Text			
Domestic Data Usage Notification sent			Data Usage Alert:	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]
08/30/2018 14:55:03	Domestic Data Notice	CSM		UserText
	System Text			
Domestic Data Usage Notification sent			Data Usage Alert:	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]
08/29/2018 05:54:32	CSM General	CSM		UserText
	System Text			
08/26/2018 01:11:25	CSM General	CSM		UserText
	System Text			
08/11/2018 07:07:59	EDD_Acc_Level_Note	BAN	- -	UserText
	System Text			
08/11/2018 07:07:57		FINN	- -	UserText
	System Text			
07/31/2018 07:35:02	Domestic Data Notice	CSM		UserText
	System Text			
Domestic Data Usage Notification sent			Data Usage Alert:	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]

Creation Date	TYPE	Category	Subscriber	Created By
07/27/2018 12:55:48	CSM General	CSM		
	System Text		UserText	
07/11/2018 08:06:15	EDD_Acc_Level_Note	BAN	--	
	System Text		UserText	
07/11/2018 08:06:12		FINN	--	
	System Text		UserText	
07/04/2018 09:25:23	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Overage Alert: [REDACTED] Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
06/30/2018 16:34:16	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: [REDACTED] Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
06/26/2018 05:27:33	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: [REDACTED] Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
06/22/2018 17:41:54	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.			Standard Upgrade: Result:Eligible.	
06/22/2018 13:25:30	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.			Standard Upgrade: Result:Eligible.	
06/22/2018 13:22:28	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.			Standard Upgrade: Result:Eligible.	

Creation Date	TYPE	Category	Subscriber	Created By
06/22/2018 13:09:02	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.			Standard Upgrade: Result:Eligible.	
06/22/2018 09:45:08	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.			Standard Upgrade: Result:Eligible.	
06/21/2018 23:12:41	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.			Standard Upgrade: Result:Eligible.	
06/21/2018 15:08:59	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.			Standard Upgrade: Result:Eligible.	
06/21/2018 15:00:03	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.			Standard Upgrade: Result:Eligible.	
06/21/2018 14:34:23	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.			Standard Upgrade: Result:Eligible.	
06/21/2018 14:25:32	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.			Standard Upgrade: Result:Eligible.	
06/11/2018 09:31:25	EDD_Acc_Level_Note	BAN	- -	
	System Text		UserText	
06/11/2018 08:52:55		FINN	- -	
	System Text		UserText	

Creation Date	TYPE	Category	Subscriber	Created By
06/05/2018 19:28:28	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Overage Alert:	Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]
06/04/2018 08:44:33	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert:	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]
06/02/2018 17:26:31	CM - Interaction	CRM	- -	
	System Text		UserText	
CM - Interaction			::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/Device Help and Troubleshooting/Settings-How To (Device Support) Resolution: Shared manufacturer information	[REDACTED]
06/02/2018 16:45:26	Upg Elg Check Result	SUB		
	System Text		UserText	
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	[REDACTED]
06/02/2018 16:38:09	Upgrade Elig Check	SUB		
	System Text		UserText	
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .			Reason: Eligible	[REDACTED]
06/02/2018 16:38:05	Upgrade Elig Check	SUB		
	System Text		UserText	
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .			Reason: Eligible	[REDACTED]
06/02/2018 16:37:56	CM - Interaction	CRM	- -	
	System Text		UserText	
CM - Interaction			::CLARIFY:: Interaction Action: Transferred Call Need: Device & Services Help and Troubleshooting/Feature Help and Troubleshooting/Caller ID/ Call Feature	[REDACTED]

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 16:36:36	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.			Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.	
06/02/2018 16:30:18	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	
06/02/2018 16:30:18	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	
06/02/2018 16:30:13	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	
06/02/2018 16:30:12	Upg Elg Check Result	SUB		
	System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.			Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.	
05/27/2018 13:42:52	Domestic Data Notice	CSM		
	System Text			UserText
Domestic Data Usage Notification sent			Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS	
05/24/2018 12:10:40	EDD_Acc_Level_Note	BAN	- -	
	System Text			UserText
05/24/2018 11:32:32		FINN	- -	
	System Text			UserText
05/15/2018 23:01:20	CSM General	CSM		
	System Text			UserText

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2018 08:32:51	CPNI Notification	BAN	- -	UserText
	System Text			
CPNI Notification		CPNI Notification:		
05/10/2018 23:48:33	Upg Elg Check Result	SUB		UserText
	System Text			
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
05/10/2018 23:44:18	Feature Inquiry	IND		UserText
	System Text			
		ACCESSIONED ACCOUNT TO VERIFY: [REDACTED]		
05/10/2018 23:39:30	Upg Elg Check Result	SUB		UserText
	System Text			
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		
05/10/2018 23:39:17	Upg Elg Check Result	SUB		UserText
	System Text			
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		
05/10/2018 22:56:47	CSM General	CSM		UserText
	System Text			
Passcode changed.				
05/04/2018 15:54:30	Domestic Data Notice	CSM		UserText
	System Text			
Domestic Data Usage Notification sent		Data Overage Alert: [REDACTED] [REDACTED] Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS [REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
05/01/2018 22:09:05	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent		Data Usage Alert:	Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS	
04/26/2018 19:37:23	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent		Data Overage Alert:	Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS	
04/25/2018 17:53:31	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent		Data Usage Alert:	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS	
04/24/2018 07:14:34	EDD_Acc_Level_Note	BAN	--	
	System Text		UserText	
04/24/2018 07:14:32		FINN	--	
	System Text		UserText	
04/21/2018 07:14:07	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent		Data Usage Alert:	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS	
04/11/2018 17:37:40	CSM General	CSM		
	System Text		UserText	
04/11/2018 11:57:46	Add SUB SOC	SUB		
	System Text		UserText	
Subscriber level SOC created. [REDACTED]	Effective:	04/11/2018.		
04/05/2018 14:30:16	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent		Data Usage Alert:	Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS	

Creation Date	TYPE	Category	Subscriber	Created By
03/31/2018 08:19:29	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Overage Alert: [REDACTED] Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
03/29/2018 15:25:15	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: [REDACTED] Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
03/26/2018 12:38:24	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Overage Alert: [REDACTED] Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
03/26/2018 08:19:42	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: [REDACTED] Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
03/24/2018 08:53:30	EDD_Acc_Level_Note	BAN	- -	
	System Text		UserText	
				[REDACTED]
03/24/2018 08:53:28		FINN	- -	
	System Text		UserText	
				[REDACTED]
03/22/2018 21:41:31	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Overage Alert: [REDACTED] Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
03/21/2018 19:27:41	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: [REDACTED] Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
03/20/2018 06:01:36	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: [REDACTED] Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	

Creation Date	TYPE	Category	Subscriber	Created By
03/19/2018 15:47:24	CSM General	CSM		
	System Text		UserText	
		Upgrade fees are changing for AT&T Next and tablet installment plans for customers who purchased before 8/1/15. Refer to myCSP article *648986 - RequestNumber:106307 . THE WORKING USER ID IS [REDACTED]		
03/19/2018 15:47:22	Add SUB SOC	SUB		
	System Text		UserText	
Subscriber level SOC created. SOC: BILLMSG10. Effective: 03/19/2018.				
03/02/2018 13:22:56	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent		Data Usage Alert: [REDACTED]	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071 . THE WORKING USER ID IS [REDACTED]	
02/24/2018 06:13:17	EDD_Acc_Level_Note	BAN	--	
	System Text		UserText	
02/24/2018 06:13:16		FINN	--	
	System Text		UserText	
02/24/2018 01:49:53		FINN	--	
	System Text		UserText	
02/23/2018 00:11:30		BAN	--	
	System Text		UserText	
02/04/2018 13:13:31	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent		Data Overage Alert: [REDACTED]	Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071 . THE WORKING USER ID IS [REDACTED]	
02/03/2018 10:51:08	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent		Data Usage Alert: [REDACTED]	Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071 . THE WORKING USER ID IS [REDACTED]	

Creation Date	TYPE	Category	Subscriber	Created By
01/28/2018 04:15:40	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Overage Alert: [REDACTED] Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
01/24/2018 06:28:49	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API II
	System Text		UserText	
01/24/2018 06:28:49		FINN	- -	
	System Text		UserText	
01/19/2018 21:42:22	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: [REDACTED] Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
01/17/2018 17:32:54	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: [REDACTED] Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
01/02/2018 09:44:15	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Overage Alert: [REDACTED] Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
12/31/2017 08:26:20	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: [REDACTED] Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
12/27/2017 20:05:32	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Overage Alert: [REDACTED] Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	
12/26/2017 09:12:39	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent			Data Usage Alert: [REDACTED] Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS [REDACTED]	

Creation Date	TYPE	Category	Subscriber	Created By
12/25/2017 06:22:54	Domestic Data Notice	CSM		
	System Text		UserText	
Domestic Data Usage Notification sent		Data Usage Alert	Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071.. THE WORKING USER ID IS	
12/24/2017 09:50:36		FINN	- -	
	System Text		UserText	
12/24/2017 09:50:36	EDD_Acc_Level_Note	BAN	- -	
	System Text		UserText	
12/17/2017 01:59:49		SUB	- -	
	System Text		UserText	